# ATTENTION! Please read the document "SMOKE How-To Series Introduction and Descriptions" for important information.

# SMOKE How-To Series: Schedule Training, Request Funding, and Approval Process

System Maintenance of Knowledge and Education (SMOKE)

Version: 1.0

#### **Intended Audience**

Those with the following roles should review this document: Instructor/Course Manager, Region Training Center Contact, Probationary Instructor, Associate Instructor, Training Coordinator, Region Coordinator, and System Administrator

#### **Prerequisites**

None

#### Introduction

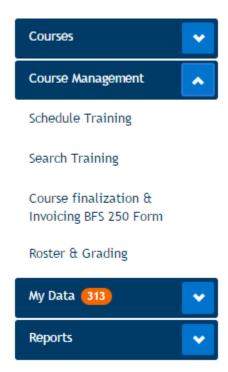
Instructor/Course Manager, Region Coordinator, and System Administrator security roles can schedule trainings under a tracking number. Schedule trainings can have one or many courses attached to a tracking number. The courses can be with or without funding. Once submitted the scheduled training proceeds through an approval process. Depending on if a course or courses attached to a schedule training have funding request attached the following roles will approve or deny a schedule training: Instructor/Course Manager, County Training Committee Chairperson, Training Coordinator, Regional Coordinator, FFTC Admin(System Administrator). Once the schedule training has been approved the courses will be published in the Offerings & Registration screen.

### **Schedule Training & Request Approval**

### **Training Record Tab Establish Schedule Training**

The Training Record Tab allows a Course Manager to establish and Schedule Training and Tracking Number.

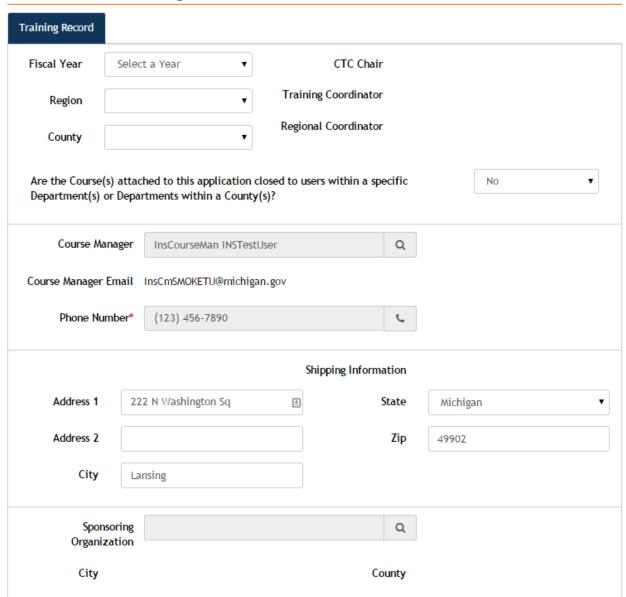
**Step 1 Access Schedule Training:** Under Course Management menu Select Schedule Training and this will display the Training Record tab of a schedule training.



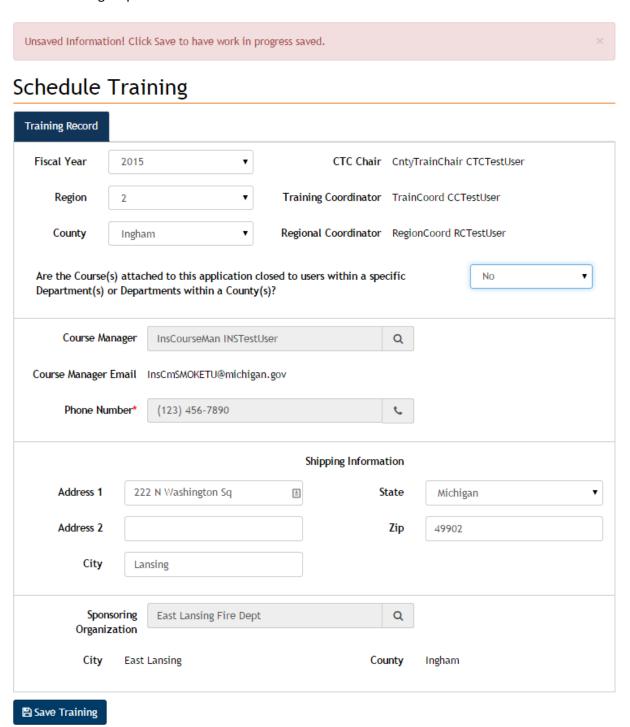
Below is a screenshot of a uncompleted Schedule Training Training Record tab.

Note: If you start and save a Schedule Training in progress the system will not allow you to create another Schedule Training until such time as the one in progress is completed or deleted.

## Schedule Training



Below is an example of a Schedule Training that has been filled out but not yet saved. Please reference this screenshot for the following steps.



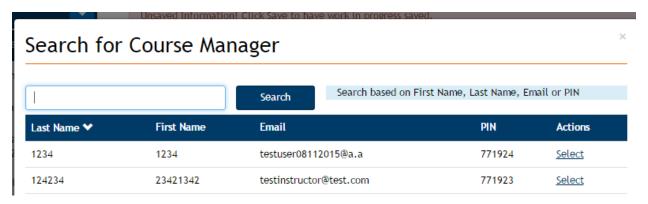
**Step 2 Fiscal Year Selection:** Select the Fiscal Year the class will be started within by selecting the fiscal year from the fiscal year dropdown. The current fiscal year will always be displayed and the following fiscal year will display on July 1<sup>st</sup> of the current fiscal year. Notes: The fiscal year follows the State of Michigan Fiscal Year which, is October 1<sup>st</sup>-September 30<sup>th</sup>. If a course has funding and will start in the current fiscal year and end in the following fiscal then the course must be completed by December 31<sup>st</sup> of the following fiscal year in order to use the current fiscal funds.

**Step 3 Region Selection:** Select the region of the county in which, the organization sponsoring the course is located or the county taking the primary lead of funding the course if funding will be attached to a course.

**Step 4 County Selection:** Select the county in which, the organization sponsoring the course is located or the county taking the primary lead of funding the course if funding will be attached to a course. Once the county is selected the fields: CTC Chair, Training Coordinator, and Regional Coordinator will be filled in automatically with appropriate selections.

**Step 5 Optional Closed Course Selection:** The question "Are the Course(s) attached to this application closed to users within a specific Department(s) or Departments within a County(s)?" allows for situations in which, an organization would like to limit the offerings of the course(s) attached to the Schedule Training to specific groups. By default the selection is No however, if Yes is selected then the following occurs: Only the Course Manager or Instructor of the course(s) attached to the Schedule Training will be able to register users for the course(s). The course(s) will published in Offerings & Registration however, when a user attempts to register for a closed course they will be presented with a message to contact the Course Manager to have the Course Manager register them for the course.

**Step 6 Optional Course Manager Selection:** By default the Course Manager assigned to the Schedule Training and course(s) attached is the Course Manager creating the Schedule Training. Another user with the Instructor/Course Manager role can be assigned as the Course Manager of the Schedule Training and course(s) attached. If it is desired that another user be the Course Manager select the magnifying glass to present a search window in which, the desired user can be searched for, found, and selected by clicking Select under Actions.



**Step 7 Optional Shipping Information:** The address that materials for the course(s) attached to the application will be shipped to by default is the Course Manager's primary address. If a different shipping address is desired over type the information in the fields with the desired shipping address and the materials will be shipped to the address entered.

**Step 8 Sponsoring Organization:** The Sponsoring Organization is the organization that will be responsible for coordinating the course(s) attached to the Schedule Training. To select the Sponsoring Organization select the magnifying glass to present a search window in which, the desired Sponsoring Organization can be searched for, found, and selected by clicking Select under Actions.

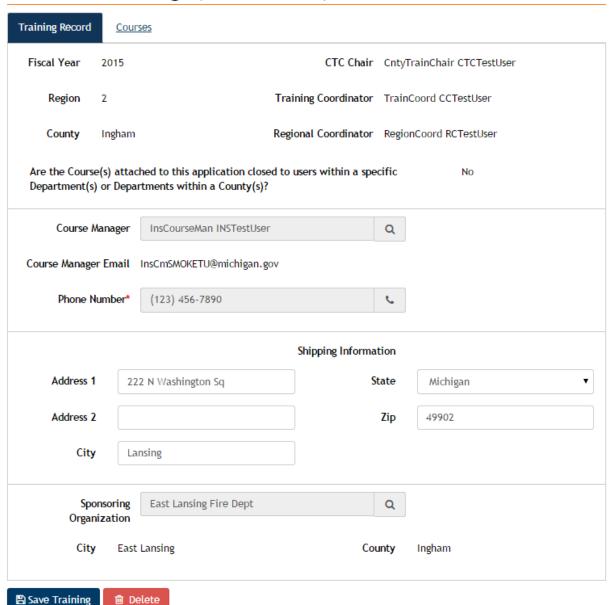


Step 9 Save Schedule Training: Once the information has been completed on the Training Record tab the Schedule Training will need to be saved to have the tracking number created and the ability to course(s) to the Schedule Training. Click the Save Training button to Save the Schedule Training in order to display the Courses tab and continue creating the Schedule Training. Once the Schedule Training is saved the tracking number will be created and displayed at the top of the screen and the Course Manager should take note of the tracking number for future referance. The Course Manager will receive email and internal system notifications that a Schedule Training is in progress. The Course Manager can use a link within the email or the Go To Action function in the internal notification system to easily return to the Schedule Training. Also, the Course Manager can search for and access the Schedule Training using the Search Training function under the Course Management menu. Until Save Training button is selected the Schedule Training is not saved and information entered subject to loss.

Optionally the ability to delete the Schedule Training is available once it is saved until the Schedule Training is submitted for approval by selecting Delete displayed next to the Save Training button. Once a Schedule Training has been submitted for approval it can only be cancelled as the Schedule Training and all associated records become permanent in SMOKE.

Below is a screenshot of a Schedule Training that has been saved and the tracking number created and displayed and Courses tab available.

Scheduled Training Application is currently saved. You may return to complete the application in the future. imes



#### Courses Tab Add/Edit/View Course(s) and Add/Edit/Delete Funding to Course(s)

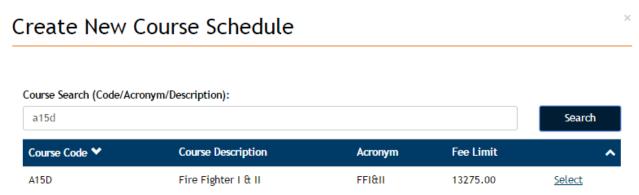
The Courses tab allows a Course Manager to Add a course(s) to the Schedule Training. Edit and View information about the course(s). Add/Edit/Delete Funding for course(s).

**Step 1 Add Scheduled Course:** To add a course to the Schedule Training select the Add Scheduled Course button to display the Create New Course Schedule window.

## Schedule Training -(2015-2-1272)

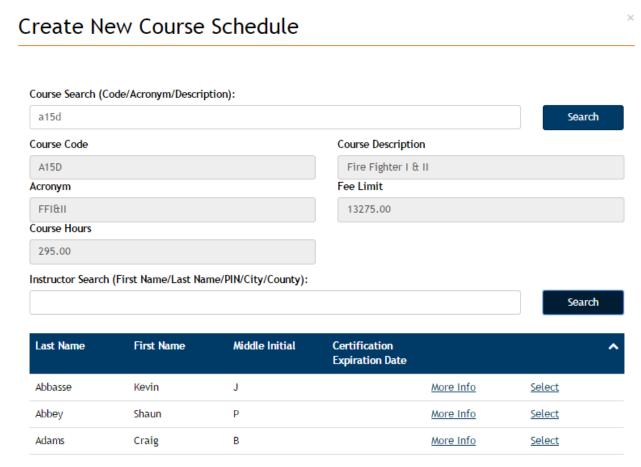


**Step 2 Couse Search and Selection:** One can enter criteria about the course they would like to add, search for the course, and then select the course they would like to add by selecting Select next to the desired course. Alternatively by selecting the Search button without criteria will display all courses currently active in the course catalog. Only active courses in the course catalog will be displayed and selectable. Once the course a course has been selected information about the selected course will be displayed (see next screenshot).



Below is a screenshot after a course has been selected and the basic information about the course displayed and the next step of selecting an Instructor for the course is ready.

**Step 3 Instructor Search and Selection:** Instructors that have qualifications recorded in SMOKE to instruct the selected course can be searched and the desired instructor selected using the Instructor Search functionality. Search for and select the desired instructor. The More Info displays contact information for an Instructor. Once the Instructor is selected basic information about the instructor is displayed (see next screenshot).



Below is a screenshot after the instructor has been selected and basic information about the instructor displayed. Also, entry fields for information needed about the course to be ran are displayed. Reference this screenshot for the steps that follow.

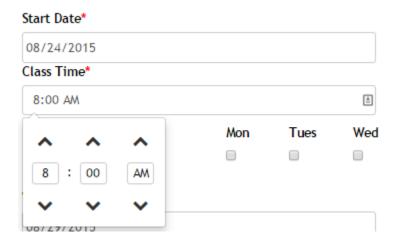
Instructor Name				Certification Expiration Date					
Craig Adams B									
Instructor Phone				Instructor Email					
				bcadams@frontiernet.net					
Start Date*				End Date*				7	
Class Time*				Number of	Participa	nts*			
4:15 PM			A						
Days of the Week*	Mon	Tues	Wed	Thurs	Fri	Sat	Sun		
Written Exam Date*				Written Ex	am Time	•			
				4:15 PM					
Practical Exam Date*				Practical Exam Time*					
				4:15 PM					
Please enter the location practical exams. This will Course and Exam Locations	allow students						ions of the written and		
1700 Abbott Rd, East Lans	ing, MI, 48823-	-0000					,		
							Save changes Clos	е	

**Step 4 Start Date and Date Selection Functionality:** To select a Start Date and how to select a date for any date entry field in SMOKE select the Start Date field. A monthly calendar window will pop up with the current month selected. A date within the current month can be selected or a date within a different month can be selected. To select from a different month one can use the left and right arrows next to the month name or alternatively click on the month name to change the display to a list of months within the current year. Further, if the desired date is in a following calendar year click on the year to display a list of years and select the following year and then drill down to desired month and date. Once the desired date is selected then the selected date will be displayed in the field.

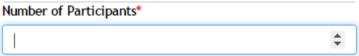


Step 5 End Date Selection: Select the desired End Date.

**Step 6 Class Time Selection and Time Selection Functionality:** To select a Class Time and how to select a time for any time entry field in SMOKE select the Class Time field. A pop up will display with hour, minutes, and AM/PM selection sections. Use the up and down arrows to select the desired hour, minutes, and AM/PM selection. Once the desired selections have been made select another field on the screen and the selected time will be displayed in the time entry field.



**Step 7 Number of Participants Entry:** The Number of Participants field is used to indicate the maximum number of students that should be allowed to register for the course. If the number entered is greater than 35 or less than 15 an advisory message is displayed indicating what the Bureau of Fire Services policy is regarding maximum number of participants and minimum number of participants when a course is funded. The field doesn't prevent the entry and submission of approval of course(s) with desired number of participants greater than 35 or less than 15 however, the System Administrator is notified of the deviation and makes final determination if the deviation will be allowed.

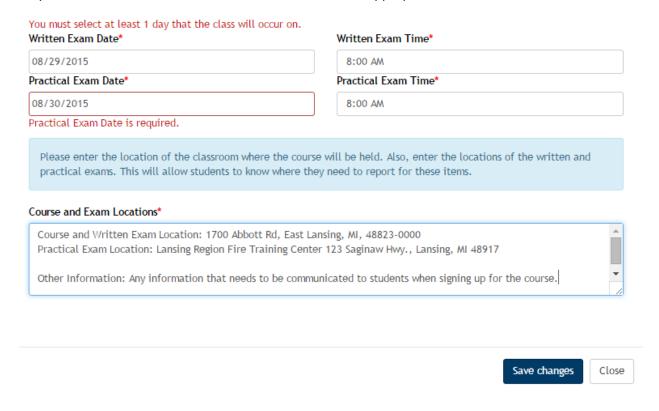


Attention: Bureau of Fire Services (BFS) policy for a funded course is no less than 15 students must attend the course for funds to be paid. An unfunded course can have less than 15 students who attend the course. The maximum # of students should be no more than 35 students in any course funded or unfunded. BFS can approve a deviation from this policy. This course will not be listed in the schedule until BFS approves this deviation from the policy.

**Step 8 Days of the Week Selection:** The Days of the Week selection allows a Course Manager to indicate for a course that runs for one or more weeks the days of the week the class will be held on a repeated basis. Select the desired days of the week. This filed is required however, for a class that starts and ends on the same date select the day of the week that the class is being held on. Further, the system doesn't validate against the entered date fields and days of the week is free form selection.

**Step 9 Written Exam and/or Practical Dates and Times Selection If Applicable:** If a course has a written exam and/or practical exam the appropriate entry fields will display. Select the desired dates and times as appropriate.

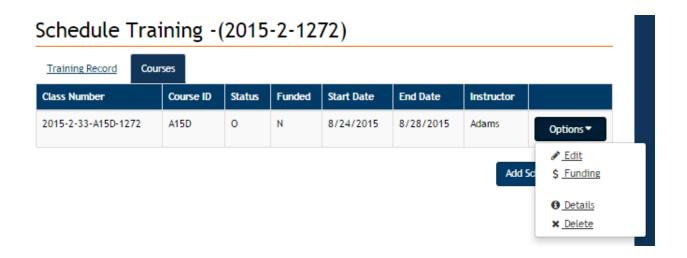
**Step 10 Course and Exam Locations Entry Field:** By default the address of the Sponsoring Organization selected on the Training Record tab is placed in this field. The purpose of this field is to allow free form entry of the locations of where the classes will be held, written exam location if different than class location, practical exam location if different than class location, and any other pertinent information about the course that potential registrants and registered students may need to know about the course. Enter information as appropriate in the Course and Exam Locations field.



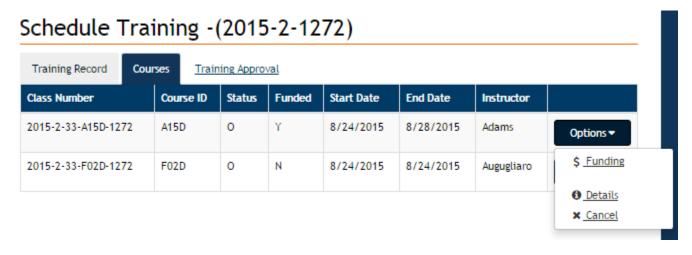
**Step 11 Save the Course:** Now that all the information about the course has been entered select the Save Changes button to save the entered information and add the course to the Schedule Training. Below is a screenshot of the Courses tab after Save Changes has been selected and the course added to the Schedule Training.



Step 12 Optional Edit/View Details/Delete/Funding: Next to each course attached to a Schedule Training is an options button with several available selections. Until the Schedule Training has been submitted for approval details about the course can be edited, the course removed by selecting Delete, or Funding Added/Edited/Removed. Also, regardless of submission status details about the course can be viewed. Funding will be covered in greater detail in a following section.



Step 13 Optional Course View Details/View Funding/Cancel Course Schedule Training in Approval Process: After a Scheduled Training has been submitted for approval one can view details about the course or any funding attached to the course. Also, the course may be canceled. These actions can be performed using the Options button displayed next to each course attached to the Schedule Training. A course can be cancelled by an Instructor/Course Manager after the Schedule Training has been approved and notifications are sent to the approvers of the Schedule Training and instructor of the course, any registered students, and all System Administrators.



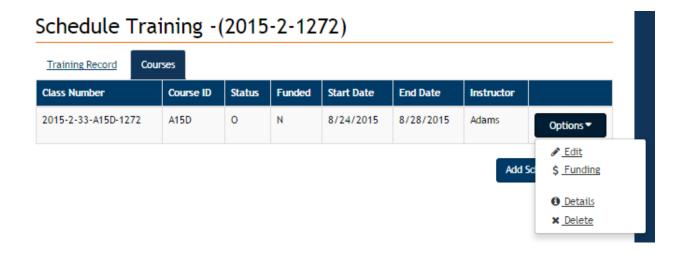
Below is a screenshot showing two courses attached to a Scheduled Training.

Training Record Cou	rses <u>Trair</u>	ning Appro	val				
Class Number	Course ID	Status	Funded	Start Date	End Date	Instructor	
2015-2-33-A15D-1272	A15D	0	Υ	8/24/2015	8/28/2015	Adams	Options <b>▼</b>
2015-2-33-F02D-1272	F02D	0	N	8/24/2015	8/24/2015	Augugliaro	Options <b>▼</b>

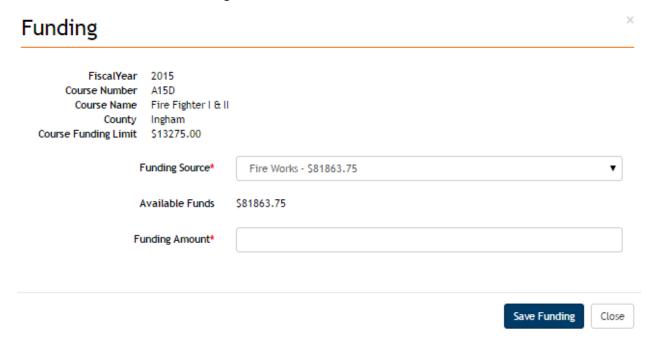
### **Funding a Course**

A course can be ran funded or unfunded. By default the system adds a course as unfunded. If a Course Manager desires to run a funded course they must request funding. The following is how to request funding for a course.

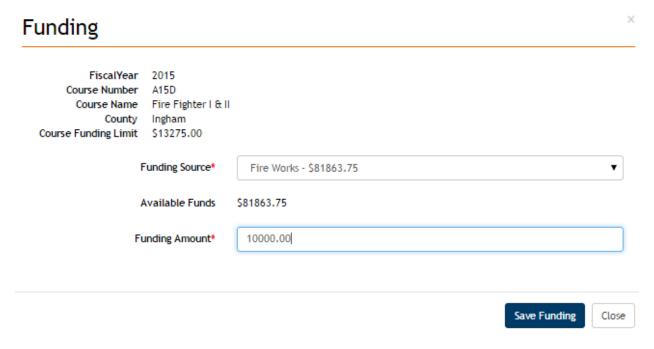
**Step 1 Access Funding for a Course:** Next to the course on the Courses tab select Options and then select Funding to display the funding window.



**Step 2 Funding Source Selection:** In the Funding Source dropdown select the funding source that is desired to use for this course. Only funding sources that have an available balance for the fiscal year and county selected on the Training Record tab of the Schedule Training will be displayed. If no funding source has an amount available then, no source will be selectable and therefore funding can't be added to the course.



**Step 3 Funding Amount Entry:** Enter in the funding amount field the desired amount of funding to be requested for the course. The amount entered can't exceed the lessor of either the course funding limit or the available funds for the selected funding source.

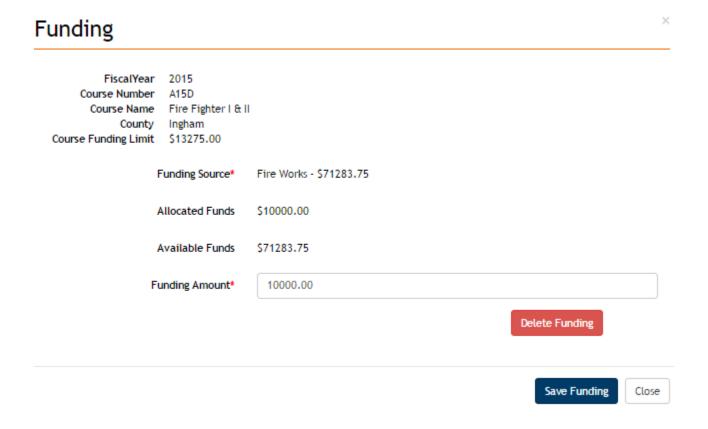


**Step 4 Save Funding:** Select the Save Funding button to save the requested funding. The amount requested will be deducted from the available funds for the selected funding source. Below is an example screenshot of the view of funding for a course after the requested amount has been deducted from the available funds for the funding source.

## Funding



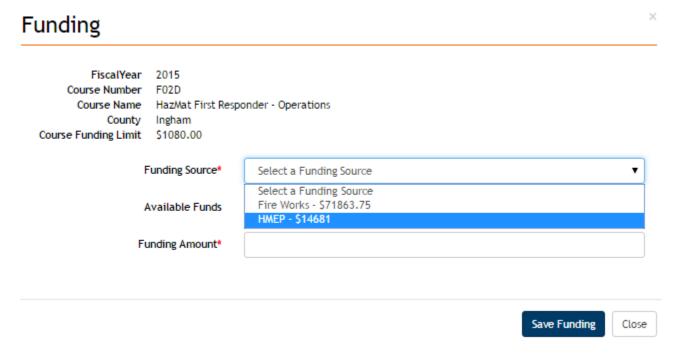
**Step 5 Optional Modify or Delete Funding:** If needed funding can be modified or deleted until the Schedule Training is submitted for approval. To modify enter the new amount in Funding Amount and select Save Funding button. To delete select Delete and take appropriate action with any confirmation messages.



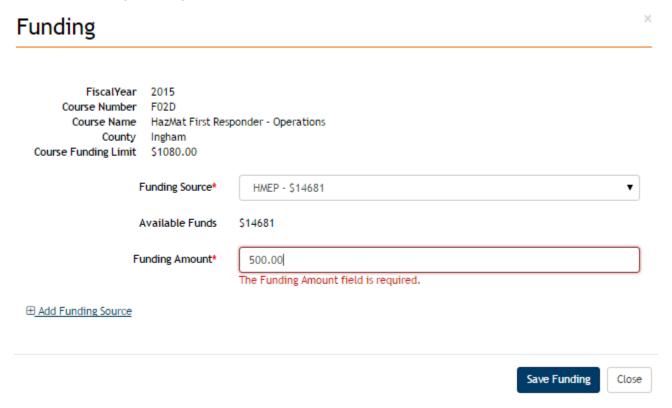
### **Funding a Course Special Scenario Multiple Sources**

Certain courses from time to time may allow funds to be used from more than one funding source for example F02D HazMat First Responder – Operations can use HMEP funds and Fire Works funds. As HMEP funds are federal funds it is preferred to use HMEP first then Fire Works. The following demonstrates for a course that multiple funding sources are allowed the process to use for multiple funding sources.

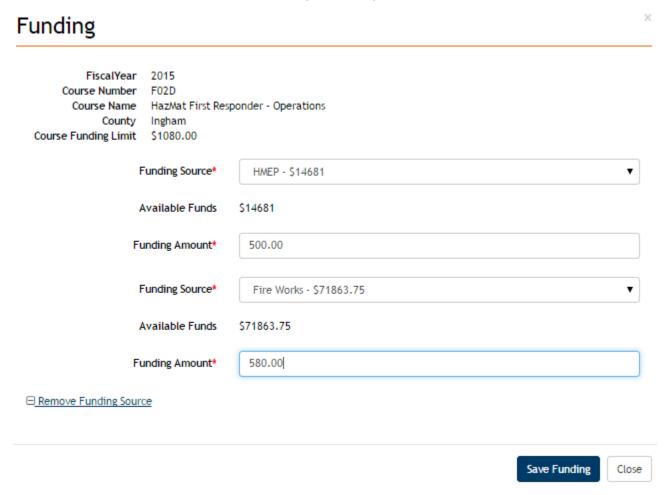
**Step 1 First Funding Source Selection:** Select the first funding source to use.



**Step 2 First Funding Amount:** Enter the amount to use from the first funding source. In this example \$500.00 was used from HMEP. After the amount is entered for the first funding source notice how Add Funding Source selection appears. Note: The large amount in HMEP funding source in the screenshot is for test purposes. Normally counties are only allocated \$500.00 per fiscal year of HMEP funds.

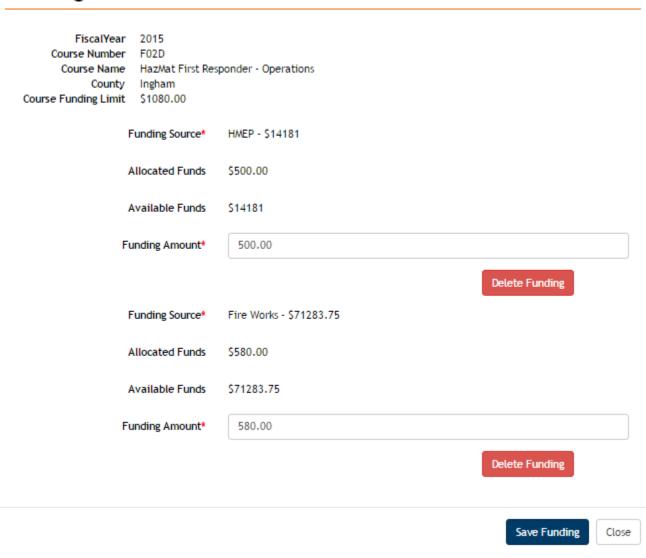


**Step 3 Second Funding Source Selection and Amount Entry:** Select the second funding source and enter the amount to use from the second funding source. In this example it defaulted to Fire Works as no other funding source besides HMEP and Fire Works is valid for F02D HazMat First Responder – Operations.



**Step 4 Save Funding:** Select Save Funding to save the entries. The amounts can also be modified or deleted at this time.

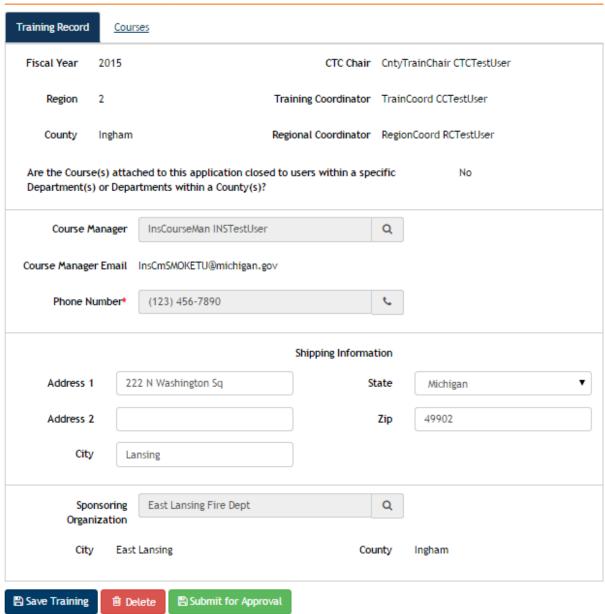
# **Funding**



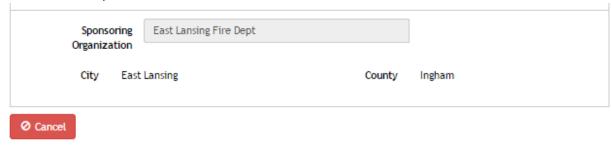
#### **Submitting Schedule Training for Approval and Approval Process**

After all of the desired courses have been added to a Scheduled Training the Scheduled Training can be submitted for approval and proceed through the approval processes.

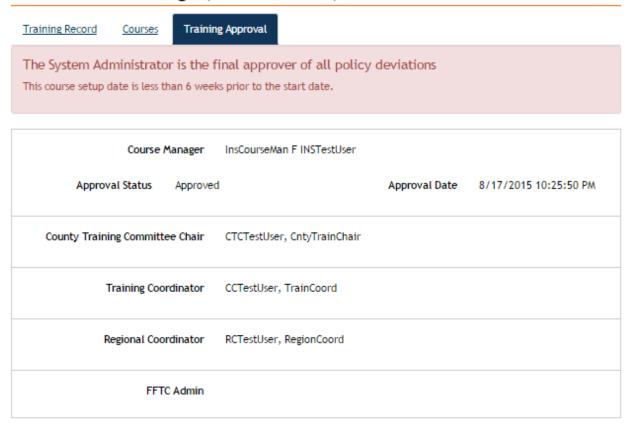
**Step 1 Submit for Approval:** On the Training Record tab of the Schedule Training select Submit for Approval to submit the Scheduled Training to the approval process. Once this has been done the Training Approval tab will become available. Also, during the approval process the only button available on the Schedule Training Training Record tab will be the Cancel button. A Schedule Training and all attached course(s) can be cancelled while in the approval process. If cancelled any approvers that have approved the Schedule Training will be notified of the cancellation and requested funding returned to the available of the appropriate funding sources.



Screenshot example of the Cancel button.

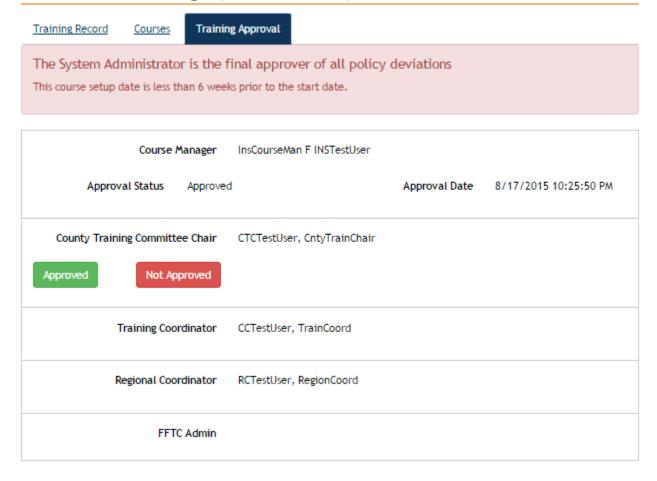


Step 2 Understanding the Approval Process: The approval process is a sequential operation where if flows from one approver for approval or denial to the next approver for approval or denial. If the Course Manager selected on the Training Record tab is the same person that is creating and submitting the Schedule Training then their approval is implied by the submission of the Schedule Training for approval. If the Course Manager selected is different than the Course Manager creating and submitting for approval then the selected Course Manager must approve the Schedule Training. If a course(s) attached to the Schedule Training has funding requested then the County Training Committee Chair must approve the Schedule Training. The Training Coordinator of the county will need to approve. The Region Coordinator for the county will need to approve. The final approval of the Schedule Training and any policy deviations is an FFTC Admin (System Administrator). The following will guide you through an examples of approval and denial and what will occur in the system.



Step 3 Request for Approval Notifications: When it is time for an approver to approve a Schedule Training they will receive an email notification and internal system notification that a Schedule Training is awaiting their approval. They can use a link in the email to take them to the Training Approval tab of the Schedule Training. Use the Go To Action of the internal notification to take them to the Training Approval tab of the Schedule Training. They could also use Search Training under the Course Management menu to search for the Schedule Training and access the Training Approval tab. The use of the internal notifications and Search Training for the purpose of accessing a Schedule Training is covered later in this document. Use the method that is most convenient to access a Schedule Training that is awaiting your approval or denial.

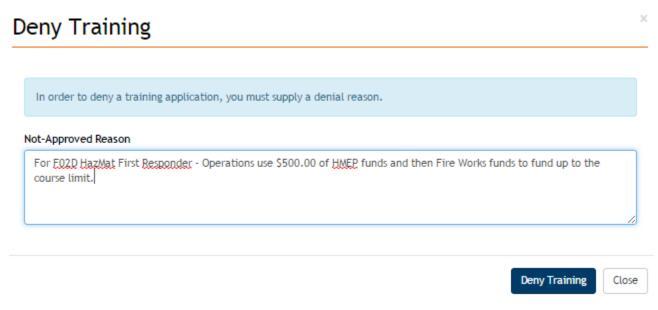
**Step 4 Approver Reviews Scheduled Training:** The approver whose turn it is to review and approve the Schedule Training is taken to the Training Approval tab. They can select Courses tab or Training Record tab to review details about the Schedule Training.



Step 5 Approver Reviews Details: The approver can review the details about courses or the courses funding.

#### Schedule Training -(2015-2-1272) Training Record Courses Training Approval Class Number Course ID Status Funded **Start Date End Date** Instructor 0 Υ 2015-2-33-A15D-1272 A15D 8/24/2015 8/28/2015 Adams Options **▼** \$ Funding 2015-2-33-F02D-1272 F02D 0 Ν 8/24/2015 8/24/2015 Augugliaro Details

Step 6 Approver Approval or Denial: The approver can approve or deny the Schedule Training based on their review. In this example the reviewer currently, the County Training Chair is going to deny the training as they would like the Course Manager to fund F02D using a mixture of HMEP and Fire Works funds. Any approver that has already reviewed and approved the Schedule Training in addition to the Course Manager and creator of the Schedule Training will receive notification of the denial and the reason for the denial. This occurs at whatever approver level denies the application. The Course Manager or creator of the Schedule Training will be able to review the comments and the Schedule Training application is opened for modification in an effort to resolve any issues.



**Step 7 Approver Denial Recorded:** The denial reason is recorded with a date and time stamp and is a permanent record of the Schedule Training. If the Schedule Training is submitted again for approval and in this example if the County Training Committee Chair (CTC) again denies it, then both the first and subsequent denial will be recorded. If the CTC approves it on the second round however, the Region Coordinator denies it, then in the Region Coordinator section the Region Coordinator denial reason will be recorded and the previous denial by the CTC will still be recorded too.

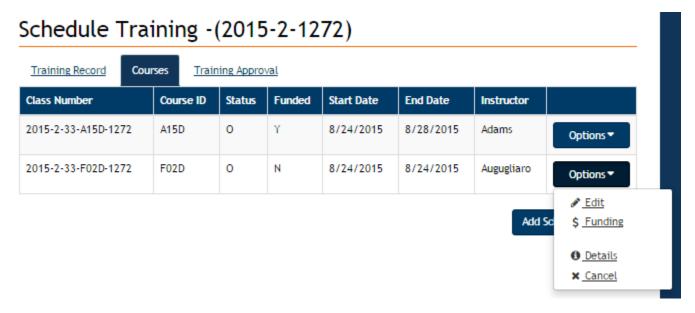
## Schedule Training -(2015-2-1272)

Training Record Courses Training Approval

The System Administrator is the final approver of all policy deviations
This course setup date is less than 6 weeks prior to the start date.

Course Manager	InsCourseMan F INSTestUser
County Training Committee Chair	CTCTestUser, CntyTrainChair
	⊕ Show Denial Reasons
Denied By	CntyTrainChair CTCTestUser
Denied Date	8/18/2015 2:06:07 AM
201100 2410	0.101201021001011
Reason Denied	For F02D HazMat First Responder - Operations use \$500.00 of HMEP funds and then Fire Works funds to fund up to the course limit.
	then thre works funds to fund up to the course timit.
Table Continue	CCT-Aller Trainformal
Training Coordinator	CCTestUser, TrainCoord
Regional Coordinator	RCTestUser, RegionCoord
FFTC Admin	

**Step 8 Course Manager Reviews Denial and Resolves Issues:** The course manager reviews the denial reason from the CTC and makes appropriate adjustments to resolve issues.



**Step 9 Course Manager Re-Submits for Approval:** The Course Manager submits the Schedule Training for approval again. They could've if desired canceled the Schedule Training.



**Step 10 Approvers Review and Approve:** The next few screenshots demonstrate approvers having reviewed and approved the Schedule Training.

## Schedule Training -(2015-2-1272)

<u>Training Record</u> <u>Courses</u> <u>Training Approval</u>

The System Administrator is the final approver of all policy deviations

This course setup date is less than 6 weeks prior to the start date.

Course Manager InsCourseMan F INSTestUser

Approval Status Approved Approval Date 8/18/2015 2:15:26 AM

County Training Committee Chair CTCTestUser, CntyTrainChair

Training Coordinator CCTestUser, TrainCoord

Regional Coordinator RCTestUser, RegionCoord

FFTC Admin

## Schedule Training -(2015-2-1272)

<u>Training Record</u> <u>Courses</u> <u>Training Approval</u>

The System Administrator is the final approver of all policy deviations

This course setup date is less than 6 weeks prior to the start date.

InsCourseMan F INSTestUser Course Manager 8/18/2015 2:15:26 AM Approval Status Approval Date Approved County Training Committee Chair CntyTrainChair CTCTestUser Approval Status Approved Approval Date 8/18/2015 2:18:20 AM Show Denial Reasons **Training Coordinator** CCTestUser, TrainCoord Regional Coordinator RCTestUser, RegionCoord FFTC Admin

## Schedule Training -(2015-2-1272)

Training Record

Courses

Training Approval

The System Administrator is the final approver of all policy deviations

This course setup date is less than 6 weeks prior to the start date.

Course Manager InsCourseMan F INSTestUser

Approval Status Approved Approval Date 8/18/2015 2:15:26 AM

County Training Committee Chair CntyTrainChair CTCTestUser

Approval Status Approved Approval Date 8/18/2015 2:18:20 AM

**⊞ Show Denial Reasons** 

Training Coordinator TrainCoord CCTestUser

Approval Status Approved Approval Date 8/18/2015 2:19:27 AM

Regional Coordinator RCTestUser, RegionCoord

FFTC Admin

### Schedule Training -(2015-2-1272)

Training Record

Courses

Training Approval

The System Administrator is the final approver of all policy deviations

This course setup date is less than 6 weeks prior to the start date.

Course Manager InsCourseMan F INSTestUser

Approval Status Approved Approval Date 8/18/2015 2:15:26 AM

County Training Committee Chair CntyTrainChair CTCTestUser

Approval Status Approved Approval Date 8/18/2015 2:18:20 AM

<u> Show Denial Reasons</u>

Training Coordinator TrainCoord CCTestUser

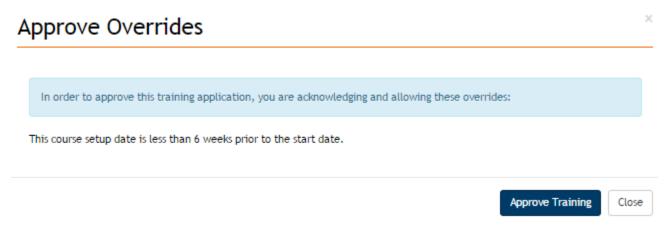
Approval Status Approved Approval Date 8/18/2015 2:19:27 AM

Regional Coordinator RegionCoord RCTestUser

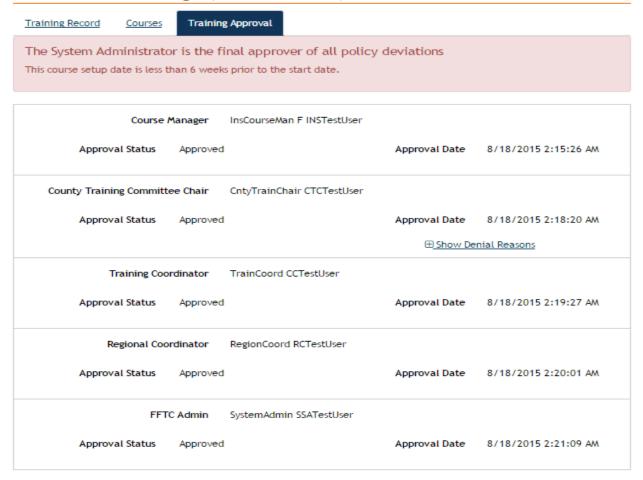
Approval Status Approved Approval Date 8/18/2015 2:20:01 AM

FFTC Admin

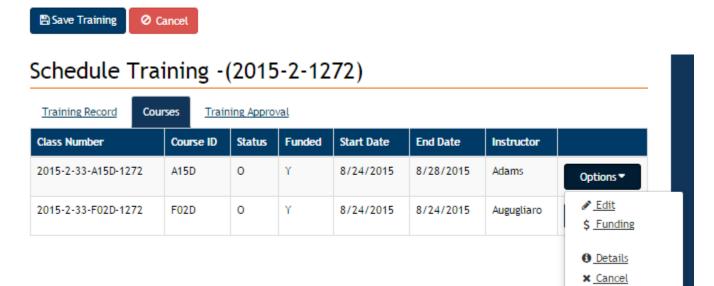
**Step 11 FFTC Admin (System Administrator) Approval:** The Schedule Training has a course(s) attached where a violation of Bureau of Fire Services Policies occurred. The System Administrator reviews these and determines if they will approve or deny the Schedule Training.



**Step 12 All Approval Received:** All of the approvals have been received. At this point the Course Manager and creator of the Schedule Training receive notifications of the approval. As well as Instructors of the course(s) attached, County Training Committee Chair, and Training Coordinator. The course(s) are published in the Offerings & Registration.



**Step 13 Once Approved Edit Rights:** When a Schedule Training is marked as approved the System Administrator is the only user role that can edit details about the course and funding. They can also, cancel the entire Schedule Training and any courses attached. The Course Manager of the Schedule Training can mark an individual course as canceled. Note: If a course(s) are canceled notifications are sent to all approvers and students registered for the course.



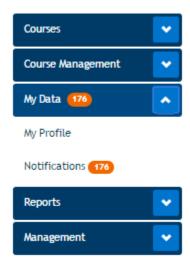
#### Accessing a Schedule Training In Progress, Requiring Review & Approval, or Modification

There are three ways in which one can access a Schedule Training: 1. Search Training function. 2. Link from an email notification of Schedule Training in progress, requiring review & approval, or modification from an approver denial. 3. Internal Notification for the same reasons an email notification was sent. The email notification one simply selects the link from within the email to be taken to the Schedule Training. In the following sections a quick overview of Internal Notification and Search Training functions is reviewed.

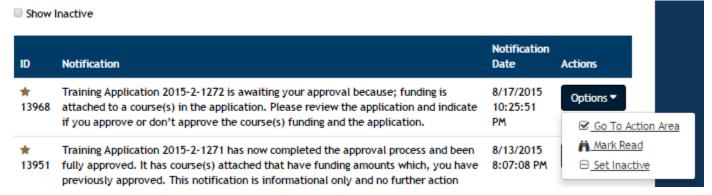
#### **Internal Notifications**

Within the My Data menu item if a user has internal notifications the number of notifications that are marked unread is displayed in an orange colored oval with the number in white text. Under the My Data menu item is the Notifications function. Using this function is an easy and quick way to access a Schedule Training that a user has in progress, needs their review and approval, or has been denied and needs modification before being re-submitted.

**Step 1 Access Notifications:** Under the My Data menu select Notifications.



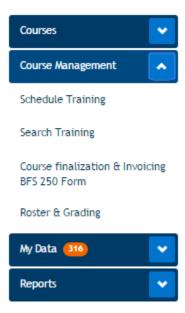
**Step 2 Utilize Go To Action Area:** Find the notification(s) for the Schedule Training you would like to access and then next to the notification select Options and select Go To Action Area. Notifications is easy to use. A user can mark a notification as read to un-bold and keep it in their list. Mark a notification previously marked as read to unread. A user can set a notification inactive to remove it from the list. A user can always reactive a notification using the Show Inactive checkbox and setting the notification active. Go To Action quickly takes a user to an item needing their attention.



#### **Search Training Function**

Under the Course Management menu item is the Search Training function. Using this function a user can search for Schedule Training application they would like to review, edit, or approve or deny.

Step 1 Access Schedule Training Function: Under the Course Management menu select Schedule Training.



Step 2 Enter Search Criteria and Select Details: Use the dropdowns and text search field to search for a Schedule Training using criteria. A quick and easy search is to use the last four digits of the tracking number being searched for. Once the desired Schedule Training is found select Options next to and then Details to be taken to the desired Schedule Training.

